

Montana, Fish, Wildlife & Parks Information Services Division		
Measurable Objectives for the 2009 Biennium		
Goal	Measurable Objectives	Current status of Measures
Customer Service	<p>a. Up-to-date user manuals are in place and users are trained for internally developed software during the FY08-09 biennium.</p> <p>b. The Public can accomplish business goals via FWP's web-site and electronic systems. Public use increases in the FY08-09 biennium.</p> <p>c. Requests for information (legislative, public, special interest, other state or federal, other decision makers, etc) are accurately and consistently responded to within 1 week or less.</p> <p>d. Requests for new, or changes to, software applications are handled in a timely fashion, and provide effective solutions within necessary timeframes.</p> <p>e. Customer satisfaction surveys conducted at least once per year. Surveys to focus on primary user groups (Divisions, License Agents, Public users, etc).</p>	<p>a. Underway/Ongoing. User manuals are being created with each new application and training of users occurs prior to production. Review of old systems manuals and user knowledge levels is underway with completion intended by the end of the biennium.</p> <p>b. Underway/Ongoing. Additional electronic offerings are deployed as the result of public requests. Use of existing services grows annually with identification of options to encourage greater participation anticipated by the end of FY-08.</p> <p>c. Underway/Ongoing. Responses are driven by requests. Standards for consistent responses anticipated to be documented by the end of FY-08.</p> <p>d. Underway/Ongoing. Business case development will include requesting program to determine if project is a program priority and moves forward. Program deadlines (eg. New license year, legislative effective dates, etc) normally dictate timeframes required.</p> <p>e. Underway/Ongoing. Agent survey completed Nov 2006. Additional surveys being designed and methods of conducting being examined.</p>
Effective data and information services	<p>a. Increase and improve web-based services during the FY08-09 biennium.</p> <p>b. Increase and improve GIS-based services during the FY08-09 biennium.</p> <p>c. Provide stable, cost-efficient, secure and recoverable hardware, network infrastructure and related services.</p> <p>d. Provide stable, flexible and effective software applications that meet FWP business needs.</p>	<p>a. Underway/Ongoing. Improvements to existing services, and new services, occur in response to customer requests.</p> <p>b. Underway/Ongoing. Anticipate software upgrade completion before the end of FY-08. Requests for mapping services and products are handled upon receipt.</p> <p>c. Underway/Ongoing. Replacement occurs according to state (four year) policy. Systems are protected by state firewalls, have appropriate security patches applied, and are backed up regularly so recovery is possible.</p> <p>d. Underway/Ongoing. Automated systems support is provided on an ongoing and daily</p>

		basis to keep systems functional. Analysis & Design efforts include stability and flexibility as guiding principles.
Develop, recruit and retain a productive Information Services (IS) workforce.	<p>a. Create a progression model within each IS job code during the FY08-09 biennium.</p> <p>b. Create additional strategies by Jan 1, 2009 designed to retain quality staff.</p> <p>c. Identify skill-set deficiencies, develop training plan and schedules for individual development and cross training during the FY08-09 biennium.</p> <p>d. Conduct research and development activities to allow taking advantage of emerging technologies during the FY08-09 biennium.</p>	<p>a. Underway. Some positions have career ladders defined. Using those as models, others will be completed during the FY08-09 biennium.</p> <p>b. Underway. Studies are being conducted and guidelines are being developed for workload prioritization, team development, and other challenges associated with staff retention.</p> <p>c. Underway. Required technical skills are being documented so individual deficiencies can be identified, to be followed by receipt of necessary training.</p> <p>d. Underway/Ongoing. IS staff are currently and regularly allowed time for research efforts as well as encouragement for continual self-improvement.</p>
Standardized practices and procedures	<p>a. Create guidelines by July 1, 2008 for IS staff to use in meeting customer requests.</p> <p>b. Create guidelines by Jan 1, 2008 for customers and requestors to use in asking for information, systems or services.</p> <p>c. Create guidelines for use of contracted IT services by Jan 1, 2009.</p> <p>d. Create standards for software development and, data and information management by July 1, 2008.</p>	<p>a. Underway. Request categories and types have been identified. Based on category/type a consistent proposed handling process will be drafted for review and formalization.</p> <p>b. Underway. Procedures for submission of requests are being developed and a draft with recommendations will be routed for review and formalization.</p> <p>c. Not started. Montana and FWP requirements and policies with recommendations for appropriate use will be clearly documented and communicated to FWP program staff.</p> <p>d. Underway. Systems and data inventory has been conducted. Recommendations for naming, coding, data management and documentation standards will be proposed and formalized after internal review.</p>

Fish, Wildlife, & Parks  
Field Services Division  
Measurable Objectives for the 2009 Biennium

Goal	Measurable Objectives	Current Status of Measures
<p><b><u>LANDOWNER/SPORTSMAN RELATIONS UNIT</u></b>  <b>GOAL:</b> To build and maintain good working relationships among Montana's landowners, hunters, and FWP staff.</p>	<p><b>Hunting Access Enhancement Program</b> - To annually provide at least 400,000 hunter days of public hunting opportunities on at least 8.5 million acres of land enrolled in Block Management;</p> <p><b>Livestock Loss Reimbursement</b> - To complete the administrative process for all reimbursement claims within 30 days of receiving a Livestock Loss Reimbursement Claim from a Livestock Inspector.</p> <p><b>Game Damage Assistance</b> -To respond to all damage complaints within 48 hours, and document response and outcome within 30 days of complaint being made.</p>	<p>2006 enrollment at or slightly below target number of acres and hunter days;</p> <p>≥75% of claims current processed within 30 days of receipt;</p> <p>100% of claims responded to within 48 hours; new database implemented July 2006, with records entered within 30 days at regional level</p>
<p><b><u>DESIGN &amp; CONSTRUCTION BUREAU</u></b>  <b>GOAL:</b> To assist all FWP divisions in the design and construction of new buildings, the repair and maintenance of existing buildings, and planning for FWP governmental, biological, and recreational facility needs.</p>	<p><b>Capital Projects</b> - Complete Capital projects within 3 years of projects being set up and funded by the appropriate division;</p> <p><b>Major Maintenance</b> - Complete maintenance projects within 2 years of projects being set up and funded by the appropriate division;</p>	<p>Ongoing as projects develop;</p> <p>Ongoing as projects develop;</p>
<p><b><u>LANDS UNIT</u></b>  <b>GOAL:</b> To provide statewide real estate and land conservation services for the Department.</p>	<p><b>Acquisition and Disposal of Real Estate</b> - Bring to closing within 12 months all funded and approved acquisition projects;</p> <p><b>Conservation Easement Monitoring</b> - Complete all conservation easement monitoring reports and post on FWP internal website no later than April 30 of year following the monitoring season;</p> <p><b>Fiscal Responsibilities</b> - Ensure all FWP lease and property tax payments are processed by payment deadlines;</p>	<p>Completed throughout the years as projects are brought forward;</p> <p>Data entry will occur throughout 2007 as new system is brought online;</p> <p>Complete as of payment deadlines;</p>
<p><b><u>AIRCRAFT UNIT</u></b>  <b>GOAL:</b> To assist all FWP divisions by providing essential aircraft support functions</p>	<p><b>Wildlife Surveys</b> - Assist Wildlife Division in conducting at least 750 aerial wildlife surveys annually;</p> <p><b>Fish Plantings</b> - Assist Fisheries Division in planting fish in at least 100 mountain lakes annually;</p>	<p>Surveys completed as weather conditions allow throughout the year;</p> <p>Completed annually as conditions allow;</p>